Silverlight Frequently Asked Questions

Will Silverlight work with my Macintosh computer?

A. Yes, it will work with your Mac as long as it is a newer one with an Intel processer. Older Macs with the PowerPC processor are not compatible.

Will Silverlight work with my Linux operating system.

A. Silverlight is unnofically supported on the Moonlight operating system for Linux.

Will TAP using Silverlight work on my dialup connection?

A. At this time a dialup connection is timing out users. We are working on a fix to increase the time before the session times out.

Will Silverlight work on my IPad?

A. No. Silverlight, along with other rich internet applications, Adobe Flash and javascript, are not supported on the IPad.,

What is Silverlight?

A. Microsoft Silverlight is an application framework for writing and running rich Internet applications, with features and purposes similar to those of Adobe Flash. The run-time environment for Silverlight is available as a plug-in for most web browsers.

What web browsers can be used with Silverlight?

A.

- Microsoft - Internet Explorer 6, 7, 8
- Mozilla - Firefox 2 and 3
- Apple - Safari 3 and 4
- Google - Chrome

What operating systems can be used by Silverlight?

A.

Windows

- Operating System: Windows 7, Windows Vista, Windows XP Service Pack 2
- Intel® Pentium® III 450MHz or faster processor (or equivalent)
- 128MB of RAM

Mac OS

- Operating System: Apple Mac OS X 10.4.8 or above
- Intel Core™ Duo 1.83GHz or faster processor
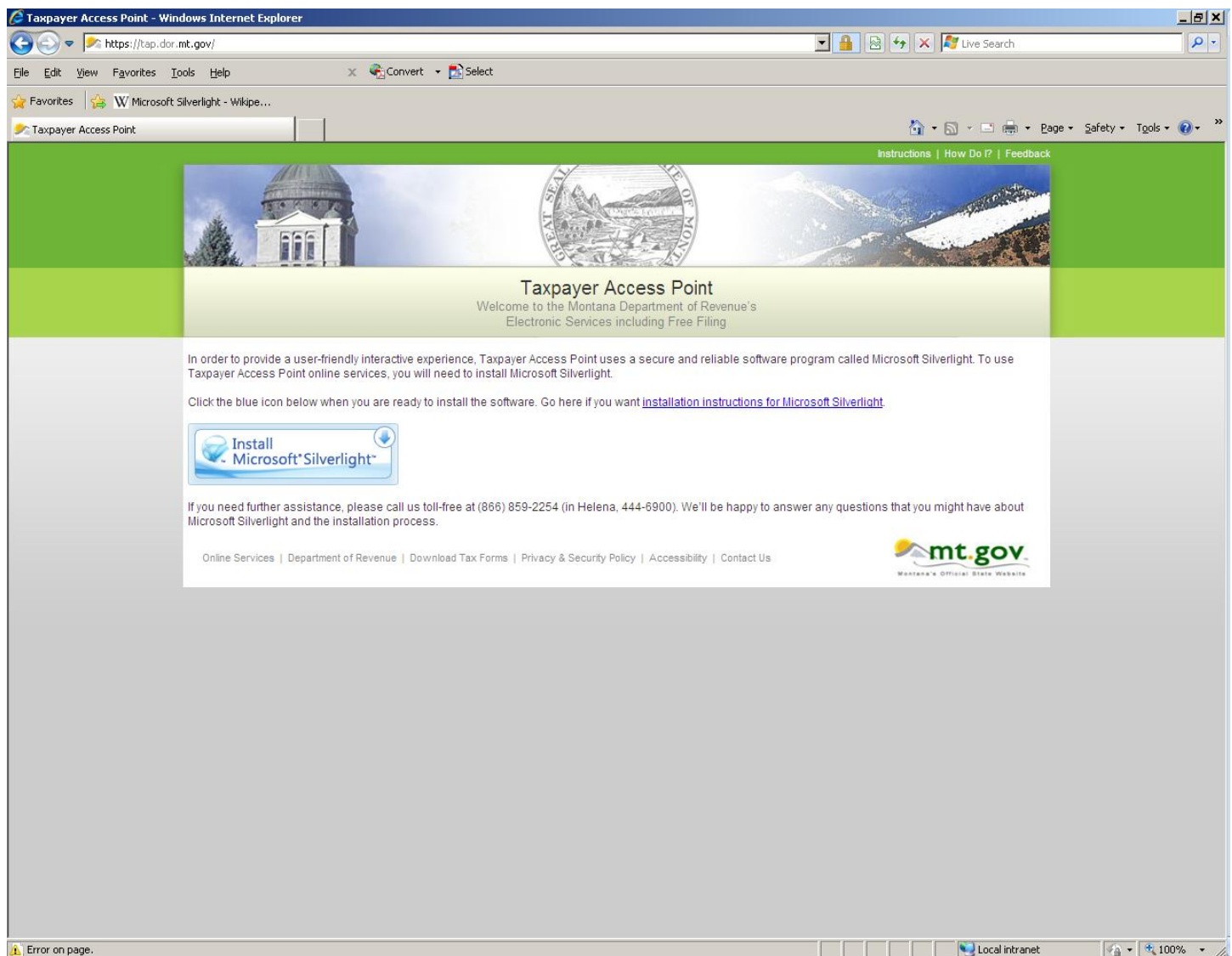
- 128MB of RAM

Linux

- Moonlight

I can't get Silverlight to work, what do I do now?

If a user does not have a system that is compatible with Silverlight, or can not get Silverlight to work correctly there are other free filing options at www.Montanafreefile.org . Montana Free File partners with the Department of Revenue and other organizations to provide free tax information and filing options. Users can also go through the Free File Alliance on the IRS website, www.irs.gov and find free filing options.

How do I install Silverlight?

A.

If you want to use TAP and don't have Silverlight on your machine, you will see this screen. When you click on the install button it will start the Silverlight install process

After clicking the install button you will see the following Screens

Click Run

Click Run
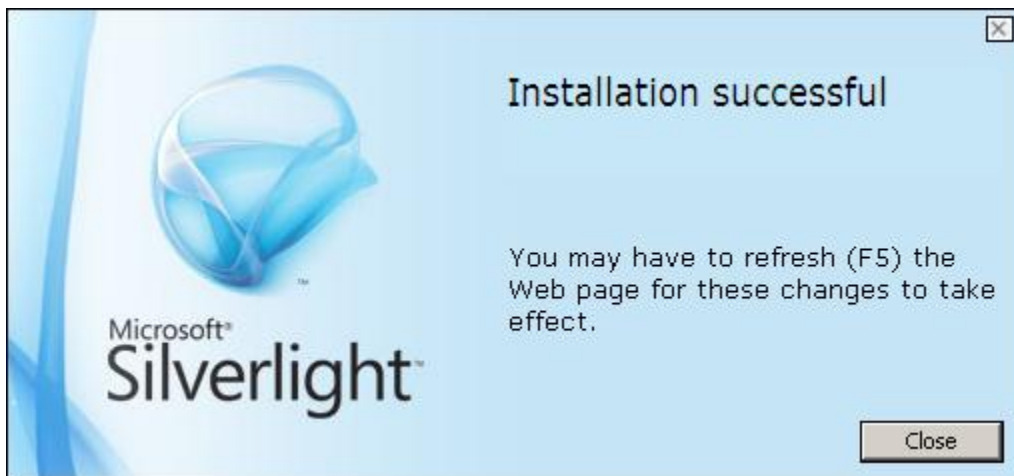

Next you will see an install screen

Click Install now

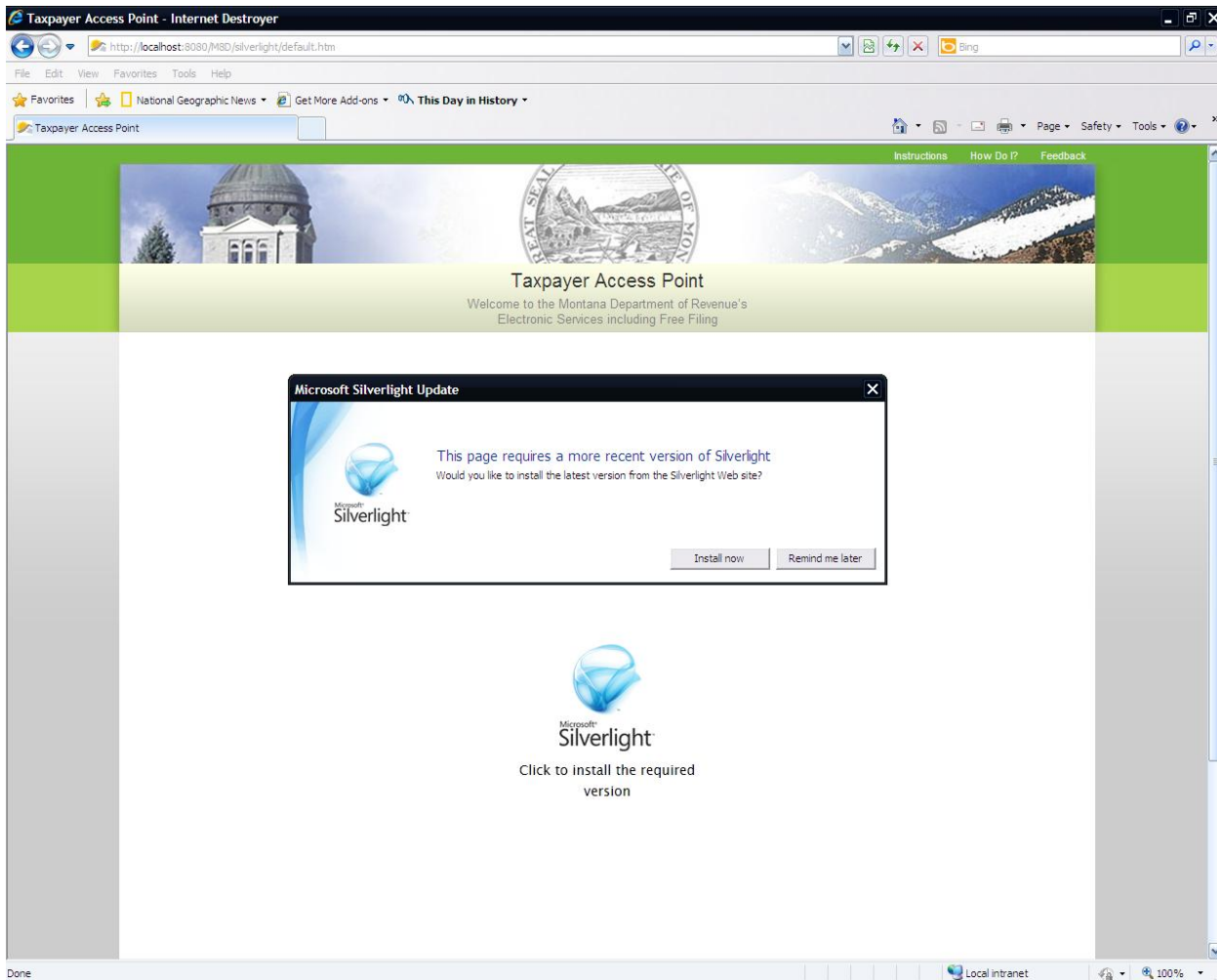You will see an install screen as it is installing
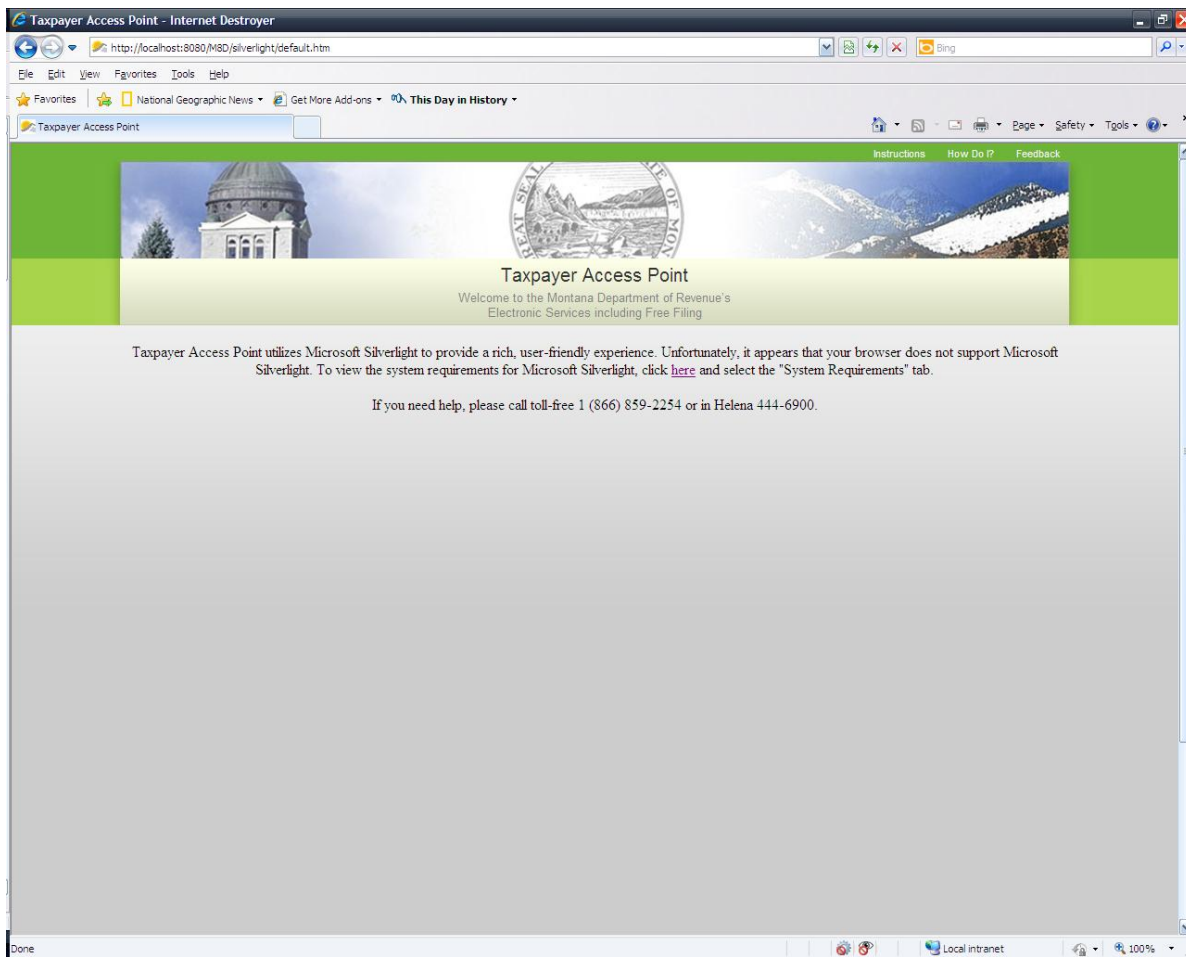

You will see installation successful screen

Now you should refresh your browser (Click F5) and start using TAP

This is the screen you will see if you have an old version of Silverlight installed. If you click the install now you will get the screens above.
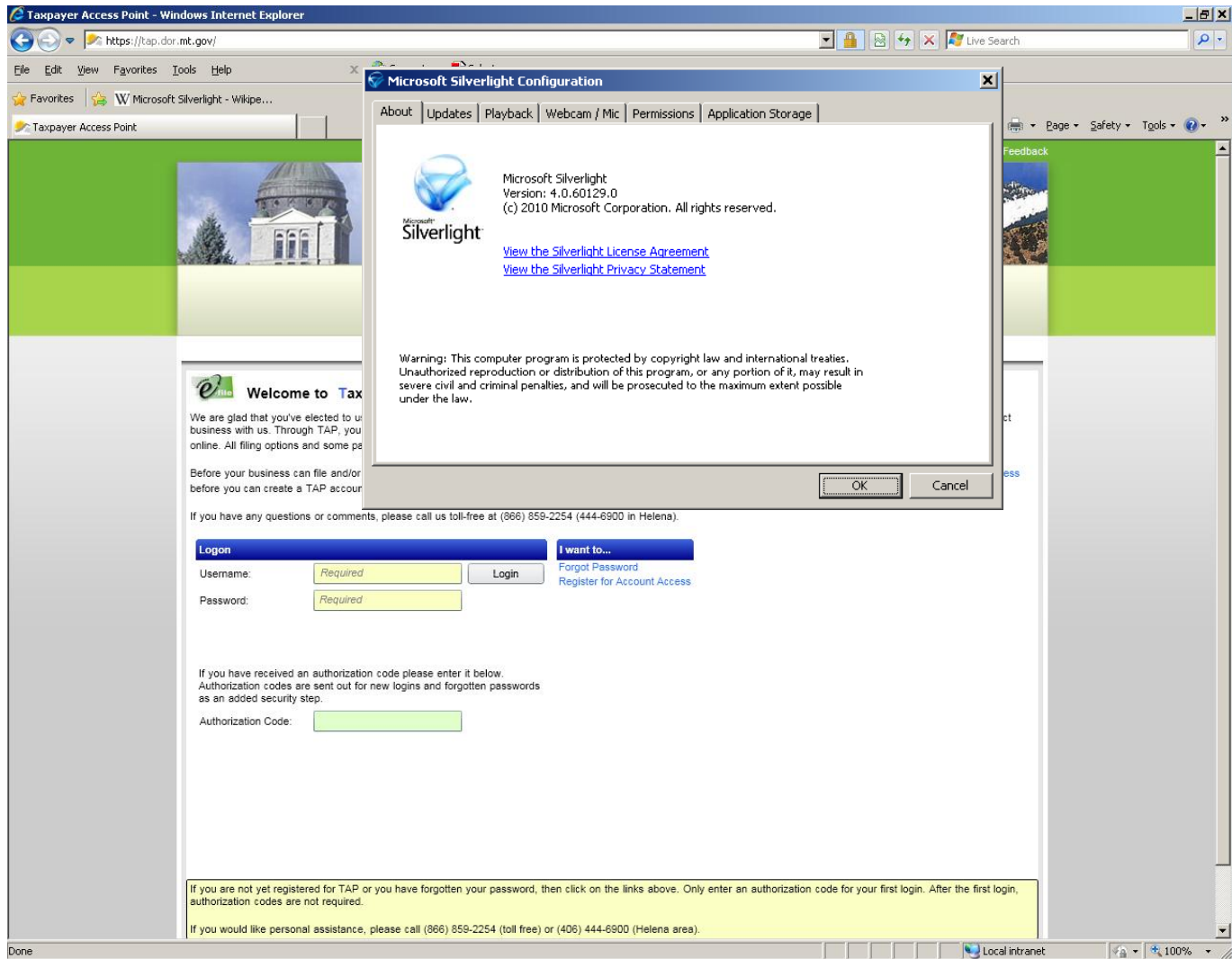
If a user does not have compatible operating system or browser they may see this page.
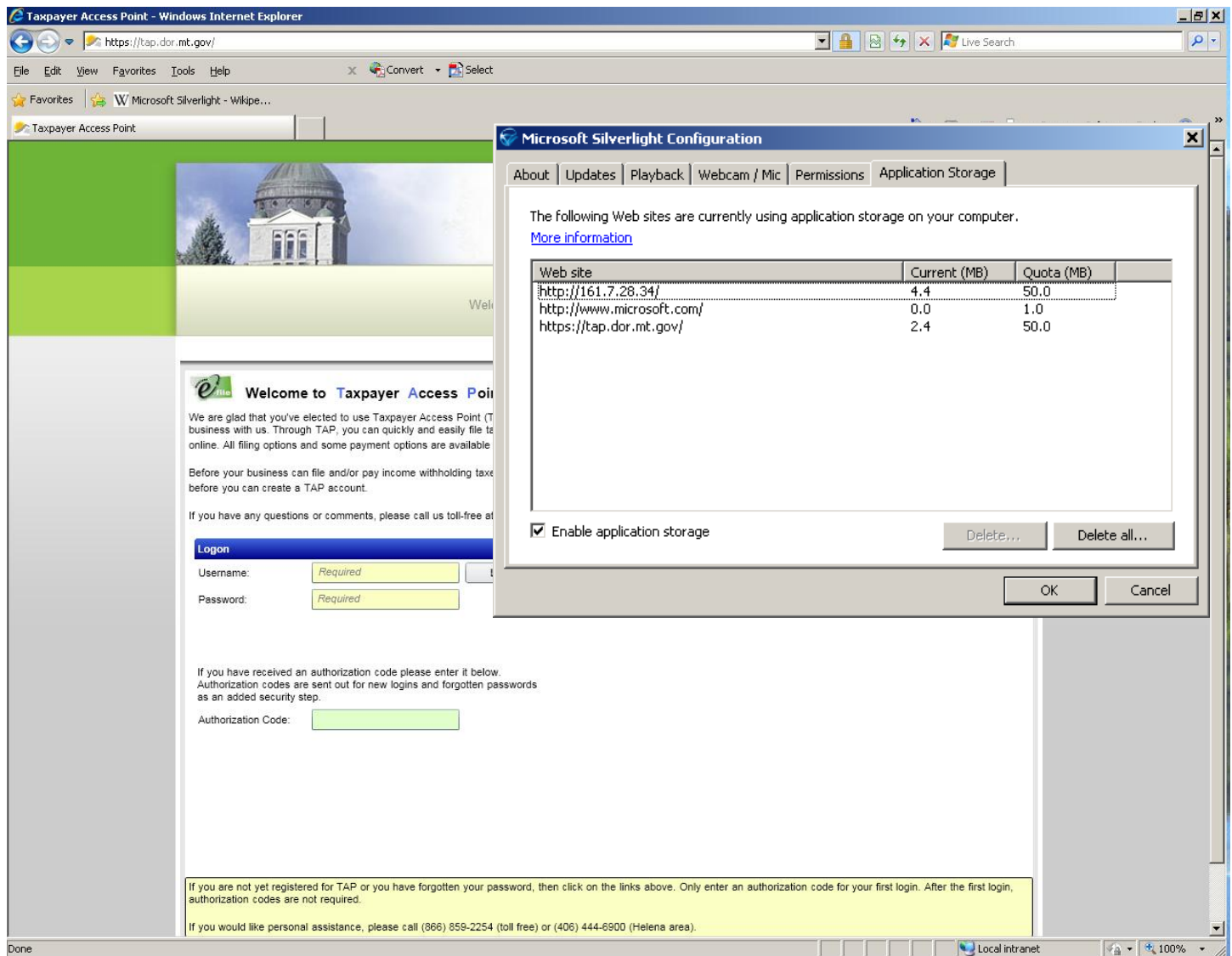

Taxpayer Access Point
Welcome to the Montana Department of Revenue's
Electronic Services including Free Filing

Taxpayer Access Point utilizes Microsoft Silverlight to provide a rich, user-friendly experience. Unfortunately, it appears that your browser does not support Microsoft Silverlight. To view the system requirements for Microsoft Silverlight, click here and select the "System Requirements" tab.

If you need help, please call toll-free 1 (866) 859-2254 or in Helena 444-6900.

I have installed Silverlight and now I have an error on my tax screen that will not go away. What can I do?

      A. When users are getting errors they can't get rid of in TAP even if they have the correct information, clearing the cache will often solve the problem.
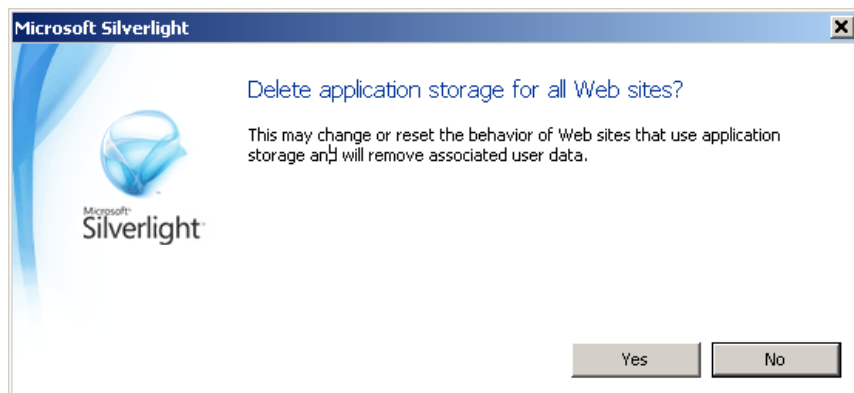
Right click in Silverlight and you will see a Silverlight box. Click the box and it will bring up the configuration window below.
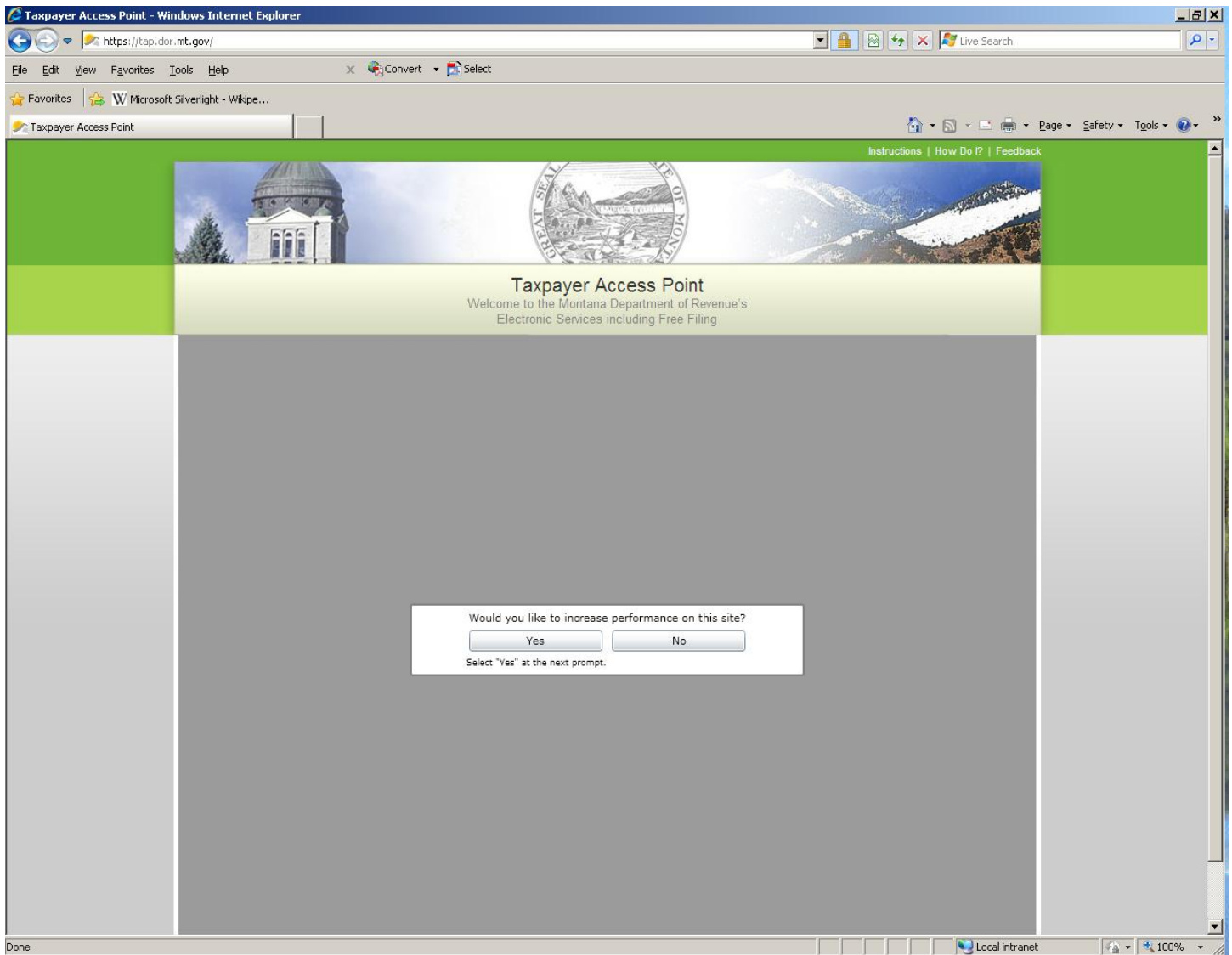
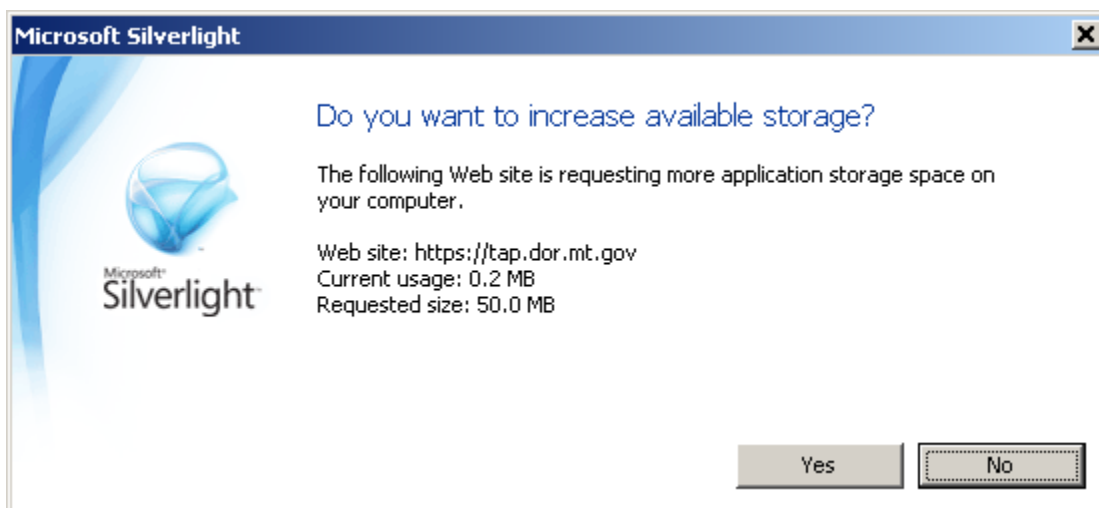Click on the Application Storage Tab and click delete all.

A box will appear that verifies that you want to delete the cache. Click yes.

Close out of the browser and go back into TAP. When you go back to TAP you will see a box asking if you would like to increase performance. Click yes.

When you click yes it will bring up another box asking to increase available storage. Click Yes.

That will bring you back to the TAP log-on screen where you can log into TAP.

If this doesn't solve the problem, you can also delete the Silverlight Application and reinstall it. This whole process will take between 5-10 minutes.

How do I delete Silverlight?

A.

If all else fails, you can delete Silverlight and reinstall it

To delete Silverlight, click on the start button of the computer, click on settings, and then on control panel. Once you are in the control panel , go to "Add or Remove Programs". Scroll down the list of programs until you find Microsoft Silverlight. Highlight it and click remove. Once the program is removed, you will need to reboot your computer. If you want to reinstall Silverlight – instructions are at the beginning of this document.   Depending on what operating system is in use – add or remove programs may be called "programs and features".